

**TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**IT Manager Sr. supporting Digital Records & Enterprise Content Management**

**Job Summary:** Reports to the Director of the Center of Excellence for Data (COED) Operations within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on providing IT offerings for Digital Records and Enterprise Content Management (DR/ECM) solutions to the State.

**Responsibilities:**

- Assist in setting the strategic direction and priorities for the Digital Records and Enterprise Content Management areas.
- Promote existing and new service offerings to state agencies through the Digital Records and Enterprise Content Management areas within STS.
- Gather input from relevant stakeholders to ensure operational planning accurately reflects the needs of state-wide initiatives such as the use of Digital Records, Enterprise Content Management, FileNet, SharePoint and OwnCloud environments.
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors for assigned functional areas.
- Develop objectives to measure and improve organizational efficiency and performance through data and analytics.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how the Digital Records and Enterprise Content Management offerings can meet their business needs.
- Determine appropriate allocation of budgeted funds within functional areas to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Review and approve cost models and rates for IT service offerings within the Digital Records and Enterprise Content Management area.
- Evaluate existing workforce against current and future service offerings.
- Monitor the IT operational environment, to include assigned IT operations, infrastructure, and other relevant work systems through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the state's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

**Minimum Qualifications:** Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience managing IT operations and functions.
- Two years of managerial experience.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

**Preferred Qualifications:**

- Prior experience with Digital Records is a plus.
- Prior experience with Enterprise Content Management is a plus.
- Prior experience with FileNet is a plus.
- Prior experience with SharePoint is a plus.
- Prior state government experience is a plus.

**Knowledge, Skills, Abilities, Competencies:**

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others

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- Conflict Management
- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to [EIT.Resumes@tn.gov](mailto:EIT.Resumes@tn.gov)

*Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.*